

Transcript: VICTORIA

Taylor-4693268300873728-5759881485795328

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I was calling to see, like, the, like the exact date when, uh, when the medical or whatever come out? Like, come off. Okay. Um, I'm not sure that we would be able to give you a specific date because we don't have access to payroll. Um, but I know- Oh. ... once you enroll, it... weeks before the first deduction made on your check. Because, because, because, because really- Uh- I ain't, because really I ain't trying to enroll then. I mean I wasn't, like, trying to enroll then. Have you already enrolled though? No. They were, it was on my, it was on there but I wasn't, I didn't like assist the enrolling any. Okay. What's the name of the agency you work for? Surge Staff. Okay. Are you talking about the auto-enrollment that they do? I think, I think that what it is. I don't know. Okay. So, they give you 30 days from the date of your first check to opt out of the auto-enrollment. That way you're not enrolled. Um, so what I can do, if you... I, I don't know if you've already declined the coverage or not. But if not, I can pull up your file and decline it for you. I think I did. So, I was just wondering. Okay. Uh, I would need to pull up your file to verify. What's the last four of your Social? 2103. And your first and last name? Zachir Muhammad. Okay. Uh, let's see. Do you mind verifying your address and date of birth? Uh, 2/11/94, uh, 811 Geesboro Highway, Millbrook, Alabama 36054, Apartment B77. And then phone number 334-33- or 322-3899? That's right. And then email is zdesawn@yahoo.com? Mm-hmm. Okay. Yes. It looks like you already declined coverage so you're good to go from here. You shouldn't be enrolled into anything. Oh, so you're saying it should come off my thing? Or... No, it, it won't. Oh, okay. So that means, so I just gotta, uh, like, I just gotta wait to like February or whatever that's, I'm just, that's all... What do you mean you have to wait 'til February? So are you wanting to enroll or are you wanting to decline? I just want to decline. Okay. So I, it's already been declined for you, so there's nothing else you need to do. Because they told me, like, because some, some guys, I mean some people that I talked to last time said that I would, it would take like two weeks or something like that. And he, he was meaning like enrolling or to c- opt out. Okay. So did you... Okay, hold on. Give me one second. Mm-hmm. Okay. So I see what happened. You were... It looks like you were enrolled at one point into the coverage. But it looks like it's already been canceled. But I never rolled nothing. I didn't know nothing about that. Okay. So again, I'm sorry. Let me rephrase that. Surge automatically enrolls members into a plan- Oh, okay. ... unless you opt out before that 30-day window. So you were already enrolled because of the auto-enrollment. Okay. Now I see where you called in on the 17th to cancel the coverage. Mm-hmm. So it does typically take, whenever you call in to cancel or change the enrollment, it does typically take about one to two weeks to be canceled. Um, but I'm seeing that... It looks like it's already been canceled. Oh, okay. And we did receive one deduction. We received a deduction on the 16th of January which provided coverage for the, the week of January 20th through the 26th. Okay. Okay.

Yes, sir. Um, did you have any other questions for me? Uh-uh. That's all you said. I want to say okay, thank you. You're welcome. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, I was calling to see, like, the, like the exact date when, uh, when the medical or whatever come out? Like, come off.

Speaker speaker_0: Okay. Um, I'm not sure that we would be able to give you a specific date because we don't have access to payroll. Um, but I know-

Speaker speaker_1: Oh.

Speaker speaker_0: ... once you enroll, it... weeks before the first deduction made on your check.

Speaker speaker_1: Because, because, because, because really-

Speaker speaker_0: Uh-

Speaker speaker_1: I ain't, because really I ain't trying to enroll then. I mean I wasn't, like, trying to enroll then.

Speaker speaker_0: Have you already enrolled though?

Speaker speaker_1: No. They were, it was on my, it was on there but I wasn't, I didn't like assist the enrolling any.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Surge Staff.

Speaker speaker_0: Okay. Are you talking about the auto-enrollment that they do?

Speaker speaker_1: I think, I think that what it is. I don't know.

Speaker speaker_0: Okay. So, they give you 30 days from the date of your first check to opt out of the auto-enrollment. That way you're not enrolled. Um, so what I can do, if you... I, I don't know if you've already declined the coverage or not. But if not, I can pull up your file and decline it for you.

Speaker speaker_1: I think I did. So, I was just wondering.

Speaker speaker_0: Okay. Uh, I would need to pull up your file to verify. What's the last four of your Social?

Speaker speaker_1: 2103.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Zachir Muhammad.

Speaker speaker_0: Okay. Uh, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2/11/'94, uh, 811 Geesboro Highway, Millbrook, Alabama 36054, Apartment B77.

Speaker speaker_0: And then phone number 334-33- or 322-3899?

Speaker speaker_1: That's right.

Speaker speaker_0: And then email is zdesawn@yahoo.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Yes. It looks like you already declined coverage so you're good to go from here. You shouldn't be enrolled into anything.

Speaker speaker_1: Oh, so you're saying it should come off my thing? Or...

Speaker speaker_0: No, it, it won't.

Speaker speaker_1: Oh, okay. So that means, so I just gotta, uh, like, I just gotta wait to like February or whatever that's, I'm just, that's all...

Speaker speaker_0: What do you mean you have to wait 'til February? So are you wanting to enroll or are you wanting to decline?

Speaker speaker_1: I just want to decline.

Speaker speaker_0: Okay. So I, it's already been declined for you, so there's nothing else you need to do.

Speaker speaker_1: Because they told me, like, because some, some guys, I mean some people that I talked to last time said that I would, it would take like two weeks or something like that. And he, he was meaning like enrolling or to c- opt out.

Speaker speaker_0: Okay. So did you... Okay, hold on. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So I see what happened. You were... It looks like you were enrolled at one point into the coverage. But it looks like it's already been canceled.

Speaker speaker_1: But I never rolled nothing. I didn't know nothing about that.

Speaker speaker_0: Okay. So again, I'm sorry. Let me rephrase that. Surge automatically enrolls members into a plan-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... unless you opt out before that 30-day window. So you were already enrolled because of the auto-enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Now I see where you called in on the 17th to cancel the coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it does typically take, whenever you call in to cancel or change the enrollment, it does typically take about one to two weeks to be canceled. Um, but I'm seeing that... It looks like it's already been canceled.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And we did receive one deduction. We received a deduction on the 16th of January which provided coverage for the, the week of January 20th through the 26th.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Yes, sir. Um, did you have any other questions for me?

Speaker speaker_1: Uh-uh. That's all you said. I want to say okay, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.